

BAKER DONELSON

BAKER, DONELSON, BEARMAN, CALDWELL & BERKOWITZ, PC

633 CHESTNUT STREET · SUITE 1900 · CHATTANOOGA, TENNESSEE 37450
423.756.2010 · bakerdonelson.com

RYAN A. FREEMAN, ASSOCIATE

Direct Dial: 423.209.4181

E-Mail Address: rfreeman@bakerdonelson.com

March 30, 2020

TPUC Staff
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243

VIA EMAIL

**Re: Ongoing Request for Information Related to Measures Taken During the
Coronavirus COVID-19 Public Health Emergency**

Dear TPUC Staff:

Pursuant to the Tennessee Public Utility Commission's formal request on March 19, 2020 for a public information filing with information on each utility's emergency operational and response plans and all measures that have been instituted to ensure the continuity of safe and reliable service and to assist their customers, Tennessee Water Service, Inc. hereby files this updated stakeholder letter with the requested information.

Please let us know if anything further is required.

Sincerely,



Ryan Freeman
For the Firm

RAF:kcw

Enclosure

March 25, 2020

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this third update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated March 17, 2020. As the COVID-19 situation continues to evolve, we continue to adapt our operations to ensure we continue to provide safe and reliable service to customers, while keeping our employees safe. Below you will find several actions the Company has taken since our last update:

- ***Social Distancing Scheduling*** – The Company has created a new scheduling policy for its operations staff in accordance with the social distancing guidance provided by the Centers for Disease Control (CDC). Social distancing schedules minimize contact between employees while operating utility facilities. Social distancing schedules enable the Company to continue providing safe and reliable service to our customers, while protecting the health and safety of our employees. All Corix companies currently have implemented social distancing operating schedules.
- ***Essential Operations Continuity Plans*** – In preparation for potential large-scale absenteeism in the workplace, all Corix companies are updating their Essential Operations Continuity Plans. Essential Operations Continuity Plans include (i) securing mutual-aid arrangements, (ii) ensuring sufficient chemical supplies and critical spare parts inventories are on hand, and (iii) identifying appropriately licensed personnel or contractors who are available to mobilize quickly to augment the Company’s workforce. All updated continuity plans will be completed by March 30, 2020.
- ***Emergency Security Clearances for Access to Plants and Facilities*** – Since the Company’s last update, many cities, counties and states have instituted “stay-at-home” or “shelter in place” orders. To ensure our operations personnel have access to plants and facilities in locations where movement is restricted, all operations staff will carry an Essential Personnel Card that identifies them to local emergency management and law enforcement officials as critical infrastructure workers who provide essential life sustaining services to customers. The Company is also working with state and local emergency planning officials to ensure our essential services will continue.
- ***Regular Customer Communications*** – During this time of uncertainty, we also continue to provide regular communications to our customers. A direct customer letter was sent to customers via email on March 19, 2020 and again on March 25, 2020 with updates on actions the Company has taken to ensure safe, reliable service to them. This letter can also be found on our website, our customer application, MyUtilityConnect, and social media. In addition to direct customer letters, we are providing real-time updates on our websites and social media. As the COVID-19 public health crisis continues to evolve, we will communicate regularly with our customers.



Tennessee
Water Service™

We hope you find these continuing updates by the Company helpful and I invite you to email me at Donald.Denton@corix.com or by phone at 704-995-7640 if you have any questions or concerns.

Sincerely,

Donald Denton III
President, Atlantic Business Unit
Corix Regulated Utilities